

***WESTERN NEW YORK  
REGIONAL INFORMATION CENTER  
Chapter 793 Plan  
2008-2009***

**Progress Report as of December 12, 2008**

***Progress since last WNYRIC Advisory Council meeting is in  
red ink and italics.***

**OBJECTIVE 1-COSER 6360:**

*Common Set of Learning Objectives: Continue to enhance professional development and technology integration options, with regional activities.*

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
1.01	<b>Develop and deliver several new regional workshops:</b> <b>1.01.1-Virtual Environments for Teacher Collaboration - Are You Ready to MUVE?</b> <b>1.01.2-Google Tool for Educators – The Google Classroom</b>	July 2008 – June 2009	WNYRIC Instructional Technology Manager	Services provided to districts on: The Google Classroom September 29, October 10 & 27 – 2 locations April 21, 29 & May 7  Are You Ready to MUVE? Summer MUVE workshop completed November 19, December 3 & 10 November 4, 18 & December 2 April 1, 23, 29
1.02	<b>Investigate, design, host, deliver, and support online professional development in appropriate settings.</b>	July 2008 and on-going	WNYRIC Instructional Technology Manager	Teachers participating in and developing classes via: <ul style="list-style-type: none"> <li>o Moodle</li> <li>o Accelerate U</li> <li>o PBS Teacherline</li> </ul>
1.03	<b>Offer/schedule staff development opportunities in a variety of different ways</b>	July 2008 and on-going	WNYRIC Instructional Technology Manager	Various activities provided to districts for staff development: <ul style="list-style-type: none"> <li>o Technology Integrators Forum</li> <li>o Instructional Technology Partners</li> <li>o Regional Workshops</li> <li>o Flyer Workshops</li> <li>o Digital Wave Conference – <i>March 27, 2009 – RFPs sent out</i></li> <li>o High Schools New Face – <i>the summer 3 day workshop is cancelled due to budget concerns. The group is considering a 1 day workshop presented by local BOCES staff developers.</i></li> </ul>

**OBJECTIVE 2-COSER 6360:**

*Common Set of Learning Objectives: Promote and enhance professional development and technology tool integration.*

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
2.01	<b>Investigate instructional software applications</b>	July 2008 and on-going	WNYRIC Instructional Technology Manager	<p>Meet with district technology coordinators, TIF-technology integrators forum, instructional leaders, etc. to determine the need for additional instructional software and resources</p> <p>Electronic Portfolio RFP was released and will be opened on Sept. 24, 2008; forums to follow</p> <p><i>Vendor products were reviewed on Oct 29<sup>th</sup> by district representatives from the region and none of the products were chosen. All present agreed that we would resubmit the RFP at a later date when the products are ready to provide the functionality required</i></p>
2.02	<b>Work with district personnel to determine needs</b>	July 2008 and on-going	WNYRIC Instructional Technology Manager	<p>Gather specific software requirements, hold forums, host vendor demonstrations, evaluate RFP responses</p> <p><i>Demo Days took place on Oct. 16, 2008 with over 50 people attending</i></p>
2.03	<b>RFPs awarded</b>	July 2008 and on-going	WNYRIC Instructional Technology Manager	<p>List of new software RFP selection process completed July 2008; Pearson Benchmark service to be offered beginning in Fall 2008, demo September 16</p>

**OBJECTIVE 3-COSER 7710:**

*Testing, Assessment and Data Analysis: Increase the usability and comprehensiveness of the WNYRIC Data Warehouse as a tool for data driven decision-making and reporting.*

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
3.01	<b>Continue to share existing and develop new forums for sharing best practices such as WNYDIG and FICA</b>	July 2007 – June 2010	WNYRIC Senior Coordinator of the Data Warehouse	Continuing forums for ongoing sharing of best practices: --WNYDIG meetings --Data Warehouse Liaisons --Regional CIO meetings --DATAG --Upstate NY Cognos User Group  <i>WNYDIG will be re-established with local BOCES facilitation on a rotating basis. Group to focus on data and instruction, meetings will be held after DATAG meetings to ensure local districts stay informed of state data initiatives.</i>
3.02	<b>Enhance and expand data warehouse reports based on reporting requirements gathered through regional meetings with instructional leaders, CIOs, and data warehouse trainers and liaisons.</b>	July 2007 – June 2010	WNYRIC Senior Coordinator of the Data Warehouse	Development of WNYRIC Data Warehouse reports ELA/Math Detail Trend Reports released in Spring 2008 Fall 2008 – Release District Summary Trend Reports anticipated.  <i>In Development: District Trend Summary by level over multiple years and further enhancements to Detailed Trend Reports. Release: early Spring 2009.</i>
3.03	<b>Explore ways of capturing additional data about students to help districts make decisions about instruction and pupil services</b>	July 2007 – June 2010	WNYRIC Senior Coordinator of the Data Warehouse and Manager of Student Management Services	Inclusion of the following student data in the Data Warehouse: --course and section numbers R&D in process.  <i>Development to include course</i>

				<p><i>section for elementary and intermediate in cubes is now in process.</i></p> <p><i>Piloting the design and scanning of district developed assessments using Teleforms Designer, Auto Merge software as an add-on to the In-District scanning service.</i></p>
3.04	<b>Explore ways of capturing additional non-student data to help districts make financial, facilities-related, and other decisions</b>	July 2007 – June 2010	WNYRIC Senior Coordinator of the Data Warehouse and Manager of the Student Management Services	Develop a data model to determine the inclusion of non-student data based on district interest.
3.05	<b>Investigate loading to the Data Warehouse formative and summative assessment data collected through online assessment products</b>	July 2007 – June 2010	WNYRIC Senior Coordinator of the Data Warehouse	Loading/reporting of online data sets to the Data Warehouse, collaboration with local BOCES personnel in the delivery of staff and curriculum development around these data RFP process completed July 2008; Pearson Benchmark service to be offered in Fall 2008, demo September 16.

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
3.06	<b>Investigate data, security model, and resource requirements needed to support teacher level reporting and security.</b>	July 2007 – June 2010	WNYRIC Senior Coordinator of the Data Warehouse	<p>Security model in place, milestones include:  --Load required data  --Define security model  --Define security processes and staffing requirements July 2008  two DW technical staff attended Cognos Admin. 8.3 training included security. Feasibility will be looked at as we explore course/section reporting.</p> <p><i>Feasibility study underway. Anticipate using e-Scholar DW tables. Tested loads; results favorable. Student teams now researching requirements and feasibility for student systems. Anticipate pilot with 1-2 districts in March/April 2009.</i></p>
3.07	<b>Evaluate training needs of Level 1 users, compare to current offerings and define additional training services as necessary to meet needs.</b>	July 2007 – June 2010	WNYRIC Senior Coordinator of the Data Warehouse	<p>Survey users. Compare results to existing offerings and document gaps. Create training strategy for services to close identified gaps. Sept. 2008 and forward – implementing evaluation forms at training workshops.</p> <p><i>Implemented evaluation forms at DW Workshops and CIO meetings. Investigating Sametime/Webinars as an additional option for DW Workshops and CIO meetings.</i></p>

3.08	<b>Investigate loading of Performance Indicator detail for Social Studies and ELA assessment data.</b>	July 2007 – June 2010	WNYRIC Senior Coordinator of the Data Warehouse	Inclusion of additional PI data in the Data Warehouse.
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#### **OBJECTIVE 4-COSER 7710:**

*Student Services: Add or enhance existing management information systems to improve efficiency, accessibility, reliability, and security as well as to extend functionality.*

<b>Activity/Action Needed to accomplish objective</b>		<b>Timeline Start/End</b>	<b>Who is responsible for the objective?</b>	<b>Completion Criteria</b>
4.01	<b>Continue to move existing districts on legacy student management systems to supported Web-based strategic products.</b>	July 2008 – June 2009	WNYRIC Manager of Student Management Services	<p>Conversions and implementations to eSchoolData and PowerSchool. There are currently 28 districts using eSchoolData and 31 PowerSchool districts. On the legacy systems, we currently have 9 SIS districts, 4 SASI districts, 3 on Mac School, and 12 on Win School.</p> <p><i>Beginning in January 2009, 8 districts will be implementing eSchoolData and 7 districts will be implementing PowerSchool. Of these 15 districts, 3 are converting from Win School, 2 from Mac School, 3 from SASI, 6 from SIS, and 1 from an unsupported SMS.</i></p>
4.02	<b>Promote RIC-hosted services to maximize efficiency and cost effectiveness.</b>	July 2008 – June 2009	WNYRIC Manager of Student Management Services	Implementations of RIC-hosted services, i.e. ClearTrack, IEP Direct, etc. We currently have 51 IEP Direct districts, 17 ClearTrack districts hosted at WNYRIC and 7 AIS Edge hosted districts.

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
4.03	<b>Investigate software to improve efficiency and offer cost effective solutions.</b>	July 2008 – June 2009	WNYRIC Manager of Student Management Services	<p>Survey customers; research emerging technologies; price services; publish hosting service availability in Service Directory Over the summer, we surveyed districts for potential interest in enrollment projection software and a health application supported by WNYRIC. The results indicated there is an interest in such services.</p> <p><i>RFPs are currently being developed.</i></p>
4.04	<b>Promote best practices in data management to increase accuracy in data reporting.</b>	July 2008 – June 2009	WNYRIC Manager of Student Management Services	<p>Continued communication with districts participating in WNYRIC student management services through user meetings, documentation, etc. Student service representatives are participating in the presentations at New CIO trainings and quarterly CIO meetings. We are also continually refining our documentation and communication with our districts.</p> <p><i>Ongoing.</i></p>
4.05	<b>Promote software tools to assist districts in increasing communication between school districts and families.</b>	July 2008 – June 2009	WNYRIC Manager of Student Management Services	<p>Implementations of SMS parent portals and telephone calling systems (Global Connect and OneCallNow). There are currently 9 districts using SMS parent portals. There are 31 districts using Global Connect and 9 using Parent Broadcast.</p> <p><i>There are now 15 districts using parent portals from student management systems.</i></p>



Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
4.06	<b>Continue to promote interoperability strategies using SIF/XML to include real time movement of data from additional student system(s) to student-related applications.</b>	July 2008 – June 2012	WNYRIC Manager of Student Management Services	Data movement from student management system to other applications via SIF. SIF is currently connecting WinSNAP to PowerSchool and SASI. There are 7 districts currently participating, with others in the process of purchasing this service.

**OBJECTIVE 5-COSER 7710:**

*Financial Services: Add or enhance existing financial management systems, to improve efficiency, accessibility, reliability, and security, as well as to extend functionality.*

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
5.01	Continue to move all existing FAME financial clients to strategic PC financial products	July 2007 – June 2010	WNYRIC Manager of Financial/HR Management Services	Conversions and implementations to WinCap and Finance Manager; <i>as of 1/1/09, there will be 6 FAME districts left</i>
5.02	Increase the number of districts accessing their financial applications on RIC-hosted servers, reduce numbers of servers and gain efficiencies of scale	July 2007 – June 2010	WNYRIC Manager of Financial/HR Management Services	Majority of financial district implementations accessing RIC-hosted servers; <i>as of 1/1/09, there will be 38 districts on RIC-hosted servers</i>
5.03	Begin implementation of new service for Tax Billing and Collection Software application for the WNYRIC districts	May 2008 – June 2009	WNYRIC Manager of Financial/HR Management Services	5 districts implemented on collection module  <i>Complete</i>
5.04	Research and test Time and Attendance swipe card applications and develop a service for WNYRIC districts	July 2007 – June 2010	WNYRIC Manager of Financial/HR Management Services	Vendors are developing this module within their own software. As it becomes available, will be offered as additional module within the software package.  <i>Complete</i>
5.05	Investigate software to improve efficiency and offer cost effective solutions.	July 2008 – June 2009	WNYRIC Manager of Financial Management Services	Survey customers; research emerging technologies; Hosting service posted in Service Directory for Wincap and Finance Manager.  <i>RFP for printing, insertion and mailing service for the Budget Mailer, W2/1099 and Tax Bill printing was awarded in October. This service will substantially decrease district costs.</i>

**OBJECTIVE 6-COSER 7710:***Web Services: Websphere Portal Development*

Activity/Action Needed to accomplish objective	Timeline Start/End	Who is responsible for the objective?	Completion Criteria
6.01 <b>Further enhance Registration Custom application through the Web portal to allow anonymous users access, and to allow Registration to be installed for other BOCES &amp; districts.</b>	July 2008-June 2010	Supervisor Web Development Portal & Messaging, Senior Coordinator for Systems, Operations & Security	<p>Anonymous users can register for Events offered by Erie 1 BOCES. Another BOCES in NYS is using Registration for their Events. PDP and EMR are installed and running at Broome BOCES. We have identified the need to link the two applications more closely, and have begun analysis and plan to accomplish this by June 2009.</p> <p><i>Version 2.4 was placed into production in October 2008 to provide enhancements. Requirements for version 3.0 are written.</i></p>
6.02 <b>Provide legacy applications through the Web portal by redesign and reprogramming with Java tools.</b> <ul style="list-style-type: none"> <li>• PDP Timekeeper</li> <li>• Textbook Loan</li> </ul>	July 2008-June 2009	Supervisor Web Development Portal & Messaging, Senior Coordinator for Systems, Operations & Security	<p>PDP is rewritten in Java and available through the Web Portal. Textbooks will be available next spring.</p> <p><i>PDP Premier is implemented in 16 of the 55 districts. More in process. Textbook application design in 80% complete. Programming to begin in December 2008.</i></p>

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
6.03	<b>Begin development and implementation of Web-based Inventory, Supplies, and Project Tracking to address evolving audit and legal compliance needs. Surplus, Configurations, and maintenance &amp; warranty issues may also fit in this year.</b>	July 2008-June 2009	Supervisor Web Development Portal & Messaging, Senior Coordinator for Systems, Operations & Security	<p>Some supplies and all general inventories will be entered in the database via the Web application and new inventory will be scanned and stored upon arrival. Some integration with the Purchasing portion of WinCap will also be in use.</p> <p>Inventory core application is designed and coding has begun. Its first phase is targeted to be available January 1, 2009.</p> <p><i>Phase 1 is designed &amp; is being coded. Availability will be in March 2009</i></p>
6.04	<b>Provide collaborative tools within a Web Portal to several groups</b> <ul style="list-style-type: none"> <li>• VOIP</li> <li>• QuickR</li> <li>• Blog portlet</li> <li>• Portal Doc Management</li> </ul>	July 2008-June 2009	Supervisor Web Development Portal & Messaging, Wide Area Network Supervisor, Senior Coordinator for Systems, Operations & Security	<p>Several Collaboration tools are available for customers to use. Quickr must be in place and functioning.</p> <p>A second community using Portals Document manager is now available to the District Superintendents of the 37 BOCES. The plan is to install WebSphere Quickr (a collaboration and Web 2.0 tool) in the Fall 2008. Messaging team is researching &amp; preparing to train on VoIP as it integrates with e-mail.</p> <p><i>Quickr has been installed on a new virtual server. Database set-up will be done in December. Security will be configured next.</i></p>
6.05	<b>Develop and implement, customized portals (virtual portals) for school districts and/or BOCES</b>	July 2008-June 2009	Supervisor of Web Development Portal & Messaging, Senior Coordinator for Systems, Operations & Security	<p>Virtual Portals and separate Web pages are available for at least one school district or a BOCES beyond E1B.</p> <p>Added pages (sub portals) for BT BOCES for EMR use. Activity Complete.</p>

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
6.06	<b>Enhance CTE, Registration, Service Directory &amp; Participation to keep current with user needs and improve automation of office tasks.</b>	July 2008-June 2009	Supervisor of Web Development Portal & Messaging,	<p>Users' enhancement requests will have been addressed by a consensus meeting, then requirements and design documents, then coded &amp; tested enhancements delivered to the production portal. Held enhancement planning meetings with the owners of the CTE and Participation and Service Directory applications.</p> <p><i>CTE enhancements were put into production December 1.</i></p>
6.07	<b>Electronic Forms</b>	July 2008-June 2009	Supervisor of Web Development Portal & Messaging,	<p>An eForms design and workflow product will be in place, with at least 3 forms functioning for a district or a BOCES. Added a staff member to support forms design and workflow. Will expand current ProcessIt service. Will hold ProcessIt class October 1, for about 5 districts.</p> <p><i>All classes &amp; training are complete. Demo forms &amp; workflows being designed to assist district decision making &amp; implementation.</i></p>
6.08	<b>Search – install and deploy Omnifind</b>	July 2008-June 2009	Supervisor of Web Development Portal & Messaging	<p>The IBM OmniFind product will be installed &amp; operational on at least 1 production portal. Configuration &amp; testing of Omnifind in Portal 6.0 is under way.</p> <p><i>Omnifind is installed &amp; security set-up is progressing. This 70% complete.</i></p>

**OBJECTIVE 7-COSER 7710:***WNYRIC Identity Management Implementation*

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
7.01	<b>Implementation of Identity Management software &amp; processes, including policies, account creation, management and provisioning</b>	July 2008-June 2009	Supervisor of Web Development Portal & Messaging, Senior Coordinator for Systems, Operations & Security	<p>Tivoli Identity Management system is implemented at the WNYRIC and service is available to school district customers. Identity Management software being used to provision PDP Premier users to Domino LDAP. Installation of Development region complete, Test region in progress.</p> <p><i>Installation of Test region is complete, production region is underway.</i></p>
7.02	<b>Implementation of Access Management software to provide secure logon to e-business applications using SSO via WebSeal junctions</b>	July 2008-June 2009	Supervisor of Web Development Portal & Messaging, Senior Coordinator for Systems, Operations & Security	<p>Tivoli Access Management for eBusiness system is implemented at the WNYRIC and service is available to school district customers. Single Sign-On (SSO) feature is functioning for applications. Installation of Development region is complete, Test region is in progress.</p> <p><i>Installation of Test region is complete, production region is underway.</i></p>
7.03	<b>Provide single sign-on to externally hosted applications through Federation.</b>	October 2008 –June 2009	Supervisor of Web Development Portal & Messaging, Senior Coordinator for Systems, Operations & Security	Tivoli Federated Identity Management system is implemented at the WNYRIC and service is available to school district customers.
7.04	<b>Analyze implementing Access Management software to provide secure logon to other types of applications (Desktop)</b>	November 2008 –June 2009	Supervisor of Web Development Portal & Messaging, Senior Coordinator for Systems, Operations & Security	Investigation and research results provided in a report with recommendations leading to implementation.

**OBJECTIVE 8-COSER 7710:**

*Enhanced use of the network with real-time communication applications, including connecting to other RIC's*

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
8.01	<b>Develop a WNYRIC VoIP service, which would include Unified Communications and related upgrades and maintenance, including a service delivery and support model, partnering with local BOCES as appropriate, and VoIP monitoring tools to proactively maintain proper service level.</b>	July 2008-June 2009	Supervisor, Wide Area Network, Supervisor, VoIP	<p>VoIP telephone systems are supported as a WNYRIC service. WNYRIC has the ability to generate and implement VoIP projects and receive support requests and resolve issues. WNYRIC has monitor system in place, generating alarm notifications, along with diagnostic tools and training on supported systems.</p> <p>WNYRIC Support Team is in discussion with interested districts.</p>
8.02	<b>Establish and refine district integrated VoIP collaboration tools, in cooperation with the messaging and portal team.</b>	July 2008-June 2009	Supervisor, Wide Area Network, Supervisor, VoIP	<p>WNYRIC is able to house shared equipment to allow districts to establish presence awareness, click to IM/call and video collaborate.</p> <p>WNYRIC Support Team is in process of installing collaboration equipment.</p> <p><i>High level engineering of collaboration using a Sametime environment is complete. We are building a test environment.</i></p>

Activity/Action Needed to accomplish objective	Timeline Start/End	Who is responsible for the objective?	Completion Criteria
8.03	<b>Implement school building video security systems with vendors and interested school districts which would utilize LAN and WAN infrastructure and establish Video Surveillance monitoring tools to proactively maintain proper service level.</b>	July 2008-June 2009	<p>Supervisors, Field Technical Support and Supervisor, Wide Area Network</p> <p>WNYRIC supported Wide Area and Local Area Networks provide appropriate support for building video security system technology. WNYRIC has monitor system in place, generating alarm notifications, along with diagnostic tools and training on supported systems.</p> <p>Currently implementing an IP Video Security System and are in discussion with other interested school districts.</p> <p><i>Complete</i></p>
8.04	<b>Implement connection to Statewide RIC to RIC network, including design and standards, and leverage statewide aggregate Internet2 capacity.</b>	July 2008-June 2009	<p>Supervisor, Wide Area Network</p> <p>Ability to send and receive data with other RIC's via new connection and ability to send/receive data with Internet2 via the RIC to RIC network.</p> <p>Physical connection with RIC to RIC network is installed and is being tested.</p> <p><i>Connection has been established with Monroe RIC, NERIC (Albany), CNYRIC (Syracuse).</i></p>



Activity/Action Needed to accomplish objective	Timeline Start/End	Who is responsible for the objective?	Completion Criteria
8.05	<b>Provide network services interconnecting with other RICs via the statewide network to enhance Distance Learning Opportunities</b>	July 2008-June 2009  Manager Distance Education, Supervisor Wide Area Network	<p>Documentation of Distance Learning classes and/or activities utilizing the RIC to RIC connectivity.</p> <p>Conversations have been held with Oswego, OCM and Cayuga BOCES for future utilization.</p> <p><i>Additional training of DL staff at Oswego, OCM and Cayuga BOCES occurred on November 13 related to enhanced features of the General DataComm ProSphere scheduler required for across region scheduling of classes. This training was required before moving ahead with scheduling cross region DL events.</i></p>

**OBJECTIVE 9-COSER 7710:**

*The WNYRIC will explore changes in how schools must manage electronic records and incorporate relevant changes into the Electronic Document Management Service.*

Activity/Action Needed to accomplish objective	Timeline Start/End	Who is responsible for the objective?	Completion Criteria
<b>9.01 Through a New York State Archives Grant Erie 1 BOCES will improve management of electronic records. The WNYRIC will continue to monitor changes in regulations on electronic records from the NYS Archives. Through this process the WNYRIC will gain understanding of electronic records management operations, including exploring the enhancement of the current FileBound System to meet the identified needs of the Erie 1 BOCES Record Retention Grant</b>	July 2008-June 2009	Manager Internal Support, Manager EDMS	<p>Identification of additional record series that should be included as part of a school district's management of electronic documents based on expanded features of FileBound.</p> <p>Grant request was awarded and fully funded by NYS Archives for the 2008-2009 Fiscal Year. Next steps include convening planning meetings with Electronic Records Stakeholders Committee and engaging grant's consultant.</p> <p><i>Interviews have been conducted by the consultant with a cross section of E1B staff to ascertain current practices of electronic document management. After the completion of the interviews, organization wide "best practices" procedures will be developed.</i></p> <p><i>Demos have been set up with Electronic Content Management System vendors to further explore possible options for the E1B organization and other BOCES and school districts within the WNYRIC region.</i></p>

**OBJECTIVE 10-COSER 7710:***Infrastructure and Operation: WNYRIC Infrastructure Enhancements*

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
10.01	<b>Enhance Disaster Recovery and Business Continuity preparedness</b>  <b>Refer to Objective 11</b>	July 2008-June 2009	Supervisor, Wide Area Network Associate Director, Infrastructure & Operations	Current Disaster Recovery & Business Continuity plans are transitioned into an electronic software planning tool.  <i>Refer to Objective 11</i>
10.02	<b>Establish secondary Data Center</b>  <b>Refer to Objective 11</b>	July 2008-June 2009	Supervisor, Wide Area Network Senior Coordinator for Systems, Operations & Security Associate Director, Infrastructure & Operations	A secondary data center is established and operational.  <i>Refer to Objective 11</i>
10.03	<b>Evaluate server room environmentalals to ensure they WNYRIC Server Room is equipped for optimum capacity using the most cost effective measures (Generator/UPS/AC/Halon/Physical Security)</b>	July 2008-June 2009	Senior Coordinator for Systems, Operations & Security, Supervisor, Wide Area Network	Server room has adequate capacity to meet the needs of the future.  In the process of engaging an engineer to develop bid specifications to upgrade enterprise UPS system.  Server room's physical security access control system has been upgraded.  <i>Bids for an UPS upgrade were opened on December 9, 2008 and are currently being evaluated.</i>

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
10.04	<b>Evaluate Portal infrastructure to ensure capacity for adequate performance</b>	July 2008-June 2009	Senior Coordinator for Systems, Operations & Security	Portal Application hardware, software and support have adequate capacity to meet the needs of the future.
10.05	<b>Research and investigate security procedures and issues (FBI/Infragard/Security Threats/Illegal Activity/AUP violations)</b>	July 2008-June 2009	WAN Supervisor, Supervisors of Field Technical Support, and Senior Coordinator for Systems, Operations & Security	<p>Investigation and research results provided in a report, documented procedures to be able to act upon any security issues.</p> <p>Annual meeting with FBI and Infragard, and review of AUP compliance.</p> <p><i>WNYRIC Staff attended a Homeland Security conference in October 2008 and met with FBI officials to discuss the Government Emergency Telecommunications System (GETS).</i></p>
10.06	<b>Research and investigate remote control / support technologies and monitoring software.</b>	July 2008-June 2009	WAN Supervisor, Supervisors of Field Technical Support, and Senior Coordinator for Systems, Operations & Security	<p>Investigation and research results provided in a report with recommendations leading to implementation. Monitoring system is in place performing automated procedures and generating alarm notifications.</p> <p>A cost effective product has been identified for evaluation (NTR Support).</p>
10.07	<b>Growth towards 24x7 LAN and WAN support</b>	July 2008-June 2010	WAN Supervisor, Supervisors of Field Technical Support, and Senior Coordinator for Systems, Operations & Security	<p>Able to accept and act upon LAN / WAN support issues 24 X 7.</p> <p>An informal off hour's response procedure is in place as a more formal response procedure is under review. The review process includes: Documentation and summary of off hours incidents over time, collect data from other RICs regarding how they handle off hours coverage. Results will then be shared with E1B Administration.</p>

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
10.08	<b>Ongoing technical research and development</b>  <b>Example: InfoTech and Gartner</b>	July 2008-June 2009	CTO, TS Division Directors	<p>Appropriate technology research will result in future services.</p> <p>Annual contract for Gartner Research Services has been initiated.</p> <p><i>Gartner continues to provide support as requested. Sr Tech staff will be responsible for ongoing R &amp; D.</i></p>

**OBJECTIVE 11-COSER 7710:***Enhance Disaster Recovery & Business Continuity Plans and Procedures*

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
11.01	<b>Establish 2<sup>nd</sup> telecommunications center that is redundant for network activity in case of loss of 355 Harlem Road location, with 2<sup>nd</sup> Internet connection, designed for automatic failover.</b>	July 2008-June 2009	Supervisor, Wide Area Network, Associate Director, Infrastructure & Operations	<p>Second center is implemented with necessary network components to survive loss of 355 Harlem Road location.</p> <p>A 5 Year lease for second center space has been executed with the Kenmore UFSD. Engineering studies are in progress with Time Warner for 2nd site. Second internet connection has been established at 355 Harlem and will move when second site is operational.</p> <p><i>Some Network and telecom components have been received. Setup of test environment at RIC has started.</i></p>
11.02	<b>Develop testing plan to ensure automatic failover of network.</b>	July 2008-June 2009	Supervisor, Wide Area Network	Successful test dates are accomplished.
11.03	<b>Establish Recovery Time Objectives (RTO) and Recover Point Objectives (RPO) for WNYRIC applications.</b>	July 2008-June 2009	Supervisor, Wide Area Network, and Senior Coordinator for Systems, Operations & Security	<p>Publish document stating RTO/RPO for each application.</p> <p><i>An initial internal survey of application priorities has been conducted. A date has been identified with the IBM Design Center to further refine RTO and RPO for WNYRIC applications in early 2009.</i></p>

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
11.04	<b>Establish 2<sup>nd</sup> data center that is redundant for WNYRIC applications in case of loss of 355 Harlem Road location.</b>	July 2008-June 2009	Supervisor, Wide Area Network Senior Coordinator for Systems, Operations & Security Associate Director, Infrastructure & Operations	<p>Second center is implemented with necessary network components to survive loss of 355 Harlem Road location.</p> <p>A 5 Year lease for second center space has been executed with the Kenmore UFSD.</p> <p><i>Engineering of equipment needs has started at high level, including a planning session facilitated by IBM at the Design Center.</i></p>
11.05	<b>Update Disaster Recovery plan to include Business Continuity plans, RPO/RTO objectives, 'playbook', current staff procedures, all available online via web tools.</b>	July 2008-June 2009	WNYRIC Management Team	<p>DR/BC plan is updated and published on web.</p> <p>Mitigator DR/BC software bids have been evaluated and a vendor has been recommended for award (September 2008 BOE meeting).</p> <p><i>Contract for the purchase of Mitigator has been signed.</i></p>
11.06	<b>Update communication plans for declaring and updating staff and districts on situation and status of disaster recovery efforts.</b>	July 2008-June 2009	CTO; WNYRIC Co-Directors; and Project Manager, Infrastructure and Operations	<p>Communication plan is updated and well known.</p> <p><i>A master list and sub-lists of WNYRIC staff has been submitted to our vendor supporting our communications, OneCallNow. Our next step is to identify key vendors that would need to be notified in case of a disaster at the E1B Campus.</i></p>